Grants.gov Quarterly Stakeholder Webcast

November 17, 2010

support@grants.gov

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Agenda

- Introduction – PMO
- FY2010 Highlights
- Security Build Implementation/Resources
- Operational Status – System Outages/Impact
- System-to-System
- Next Release – Database Update
- Next Generation Update/Priorities
- Grants.gov Support
- Q&A – Questions from the Audience

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Presenters

Mr. Phil Clark, Grants.gov Program Manager

- Introduction/PMO; Next Generation Update/Priorities
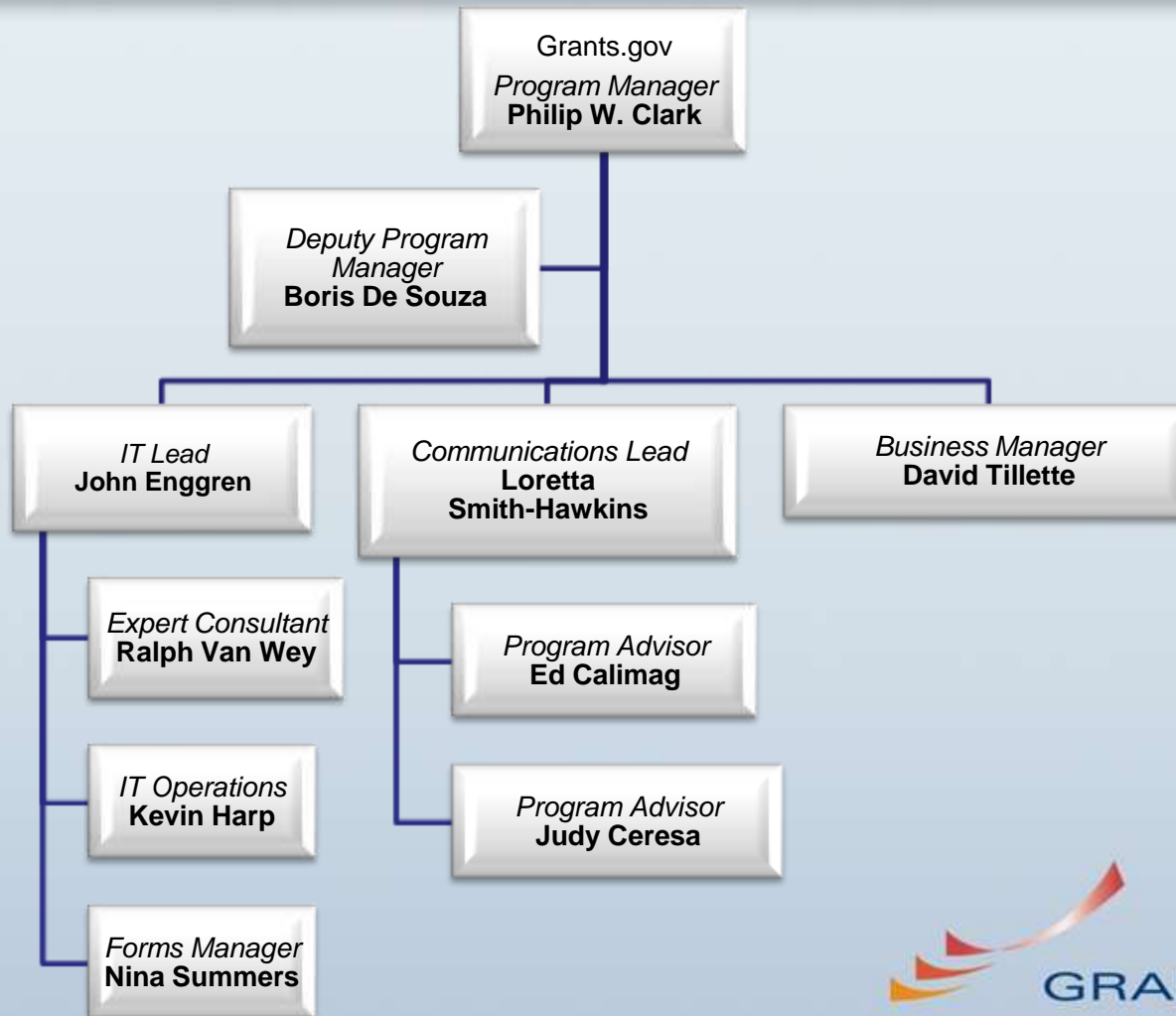
Loretta Smith-Hawkins, Communications Lead

- FY2010 Highlights; Grants.gov Support

Ed Calimag, Program Advisor

- Operational Status- Security Build Implementation; System Outages/Impact; System-to-System; Next Release-DB Upgrade

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PMO Staff

Grants.gov
Program Manager
Philip W. Clark

Deputy Program Manager
Boris De Souza

IT Lead
John Enggren

Communications Lead
Loretta Smith-Hawkins

Business Manager
David Tillette

Expert Consultant
Ralph Van Wey

Program Advisor
Ed Calimag

IT Operations
Kevin Harp

Program Advisor
Judy Ceresa

Forms Manager
Nina Summers

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FY2010 Highlights

System Operations	FY 08	FY 09	FY 10
Applications Received	202,133	309,771	253,662
AORs	130,027	201,040	239,742
Average Processing Time	48 Hrs (SLA)	**Pre 5/09– 48 Hrs Post - 2.2 Min.**	2.2 Minutes
Funding Opportunities	3,091	3,453	4,374

Total Lifecycle Submissions surpassed 1,000,000.
Total Funding Opportunities Posted is 19,119.
Overall FY2010 System Availability was greater than 99%.

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FY2010 Highlights

Contact Center	FY 09	FY 10
Average Time to Answer	1.64 minutes	0.35 minutes
Service Levels (< 30 sec)	77%	87%
Call Volume	220,862	149,298
Customer Satisfaction	**93%**	**96%**

Reduced call volume due to improved system performance.
Reduced cost by deflecting 16,800 calls using the IVR.
Reduced cost by launching the Self Help Portal, iPortal.
Launched 24x7 Contact Center Support.

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Security Build Implementation

- Security Enhancements were implemented on October 11, 2010
  - Password complexity
  - Password expiration (90 days)
  - Lock-out procedures and 'Forgot Password'
  - Inactive sessions and deactivated accounts.
- Grants.gov conducted numerous stakeholder communications prior to implementation.

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Security Build Resources

- Applicant specific information:
  www.grants.gov/securitybuild
- E-Biz POC specific information:
  www.grants.gov/securitycommebiz
- Grantor specific information:
  www.grants.gov/securitybuildcomm
- For more information about the Grants.gov process including finding grant opportunities, registration process and applying for a grant – review the Applicant User Guide, FAQs and find additional help by using the iPortal.
  All resources can be found at:
  www.grants.gov/applicants/resources.jsp

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Operational Status
Recent System Outages

- **Oct 15, 2010** - Disk failure on storage equipment
  - Replaced the disk and reconfigured for fully redundancy.

- **Oct 30 – Nov 1** - Log File exceeded allocated space
  - File was rebuilt with new monitoring thresholds to ensure early warning and failure prevention.

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Operational Impacts

- October 15th all services were disrupted
  - This was the first complete system failure during the past three years.
- October 29th – November 1st interruption affected the application validation process but it did not interrupt receipt of applications.
- No data loss was experienced by applicants.
- Increased frequency of status communications via email, Web posts, listserv and blog.

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System-to-System

- System-to-System community continues to grow with 166 distinct applicant organizations and 40 agency users.
- S2S submissions in FY2010 were 31,929 and FY2009 were 30,194.
- Applicant S2S Interface to Grants.gov provides:
  - Platform Independent Messaging Service
  - Security (Secure Socket Layer (SSL) and mutual authentication)
  - Opportunity Schemas and Instructions
  - Automated Grant Application Submission
  - Validation (XML vs. Schema Check)
  - Applicant Status Tracking.

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Next Release: Database Upgrade

- Grants.gov Database Upgrade was postponed until after Boost and Security Update Build.

- Current Oracle database version 9i will be upgraded to version 11g.

- Database Release is scheduled for the weekend of December 11-12, 2010.

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Next Generation Update

- No additional FY2012 funding for "Next Generation" improvements is anticipated

- Stakeholder requirements identified during Next Generation business case development have been retained

- The PMO will follow enhancement priorities to make as many improvements as possible with current resources

- The PMO is collaborating with the FDP/JAD group and others to establish processes for greater information sharing and test participation in Grants.gov system changes

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Grants.gov Priorities

- Grants.gov Enhancement Priorities
  - ➤ Improved software performance
  - ➤ Improved disaster recovery capability
  - ➤ Reduced operating costs
  - ➤ Identify Process improvements.
- Planning Process
  - ➤ Revitalize Configuration Control Board
  - ➤ Communicate Annual Enhancement Work Plan with all stakeholders.

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Grants.gov Support

- **Grants.gov Updates**
  - ➢ www.grants.gov/applicants/ email_subscription_signup.jsp

- **Grants.gov Succeed Newsletter**
  - ➢ www.grants.gov/help/subscribe.jsp

- **Outreach Request**
  - ➢ www.grants.gov/section910/ OutreachRequestForm.doc

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Grants.gov Support

- **Contact Center** (24/7)

  - ➢ iPortal available for online support
  - ➢ 1-800-518-4726
  - ➢ E-mail: support@grants.gov.

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Grants.gov Support

- **iPortal**

  - ➤ Top 10 requested help topics (FAQs)
  - ➤ Searchable knowledge base
  - ➤ Self-service ticketing and ticket status
  - ➤ Live Web chat
    (available 7:00 A.M. - 9:00 P.M. ET).

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Next Stakeholder Webcast
January 19, 2011

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